Part 3. Billing MassHealth

Electronic Claims

Electronic submission is the most efficient, cost-effective, and accurate method of submitting claims for MassHealth payment. Electronic claims, on average, contain 25% fewer errors, and are processed faster than paper claims, due to reduced data-entry errors and the elimination of mailing and handling times.

Pharmacy Claims

All MassHealth retail and 340B pharmacy claims must be submitted electronically via the Pharmacy Online Processing System (POPS). ACS State Healthcare (ACS) operates POPS under the general framework of standards and protocols established by the National Council for Prescription Drug Programs (NCPDP). Pharmacy providers must work with their switch and software vendors to ensure compliance. Refer to the *POPS Billing Guide* for information about submitting claims via POPS.

For information about pharmacy claim submission, visit www.mass.gov/masshealth/pharmacy, or contact the ACS Help Desk using the information found in Appendix A of your MassHealth provider manual.

Dental Claims

All claims for dental services are handled through the dental third-party administrator. For information about dental claim submission and the MassHealth dental program, contact the third-party administrator at the phone number listed in Appendix A of your MassHealth provider manual.

All Other MassHealth Claims

With the exception of pharmacy and dental providers (as directed above), all other MassHealth providers interested in submitting claims electronically should contact MassHealth Customer Service or the provider's software vendor or billing intermediary. Dental providers should contact the MassHealth Dental Customer Service Center if they have any questions about MassHealth.

There are several methods of electronic claim submission available, including direct billing, the use of a vendor (billing intermediary or clearinghouse) that submits claims on your behalf, and our free MassHealth Provider Claim Submission Software (PCSS).

Direct Billing

Electronic claims can be submitted directly to MassHealth using the secure Transactions Web site, accessible from www.mass.gov/masshealth. You must go through testing procedures before submitting claims electronically. If you are interested in submitting claims using this method, contact MassHealth Customer Service using the contact information listed in Appendix A of your MassHealth provider manual, to learn more about testing procedures. Dental providers should contact the MassHealth Dental Customer Service Center if they have any questions about MassHealth.

Using a Vendor

If you currently submit paper claims through a vendor, MassHealth Customer Service can assist you and your vendor in the transition to electronic billing. Dental providers should contact the MassHealth Dental Customer Service Center if they have any questions about MassHealth. If you do not currently have a vendor, but are interested in using one, we encourage you to view the MassHealth approved vendor list on the MassHealth Web site to find a vendor or to see if your vendor currently works with MassHealth.

PCSS

Along with facilitating MassHealth billing, the free MassHealth PCSS can capture and retain your provider and patient data and generate simple reports.

To download the software and find additional product information, including the technical specifications needed to use PCSS, go to www.mass.gov/masshealth/pcss. If you have additional questions after reviewing these resources, contact MassHealth Customer Service using the information in Appendix A of your MassHealth provider manual. Dental providers should contact the MassHealth Dental Customer Service Center if they have any questions about MassHealth.

Additional Resources

More information about electronic billing is available in the MassHealth companion guides, found on the MassHealth Web site in the MassHealth Provider Library.

Paper Claims

Information about which claim forms you should use to bill MassHealth and instructions for completing and submitting paper claim forms to MassHealth are available online at www.mass.gov/masshealthpubs. Click on Provider Library, then on MassHealth Billing Guides for Paper Claim Submitters. Use these instructions along with the MassHealth regulations. The proper completion and submission of claim forms is essential for timely and accurate claims processing and payment.